



Application for Supportive Housing in Ottawa

Supportive Housing

What is Supportive Housing?

Supportive housing is a community-based, person-centered model of providing affordable, transitional and permanent accommodation. Housing support staff assists individual tenants in attaining their optimum quality of life and encourages the development of healthy communities.

Supportive housing communities reduce the cycles of institutionalization and homelessness among people who need assistance in maintaining independent housing.

Why is Supportive Housing Unique?

Supportive housing helps people who have difficulty living independently or maintaining their housing. It reduces isolation that is often the consequence of living with such challenges as mental illness, substance abuse and other circumstances by providing those in need with on-site supports. Housing support services can include community referrals, assistance with life skills, counseling, crisis intervention, assistance maintaining housing and opportunities for peer support and community involvement.

Households on the supportive housing waiting list are entitled to a total of 3 offers of housing with supportive housing providers. If all offers are refused, the file will be cancelled.

Before receiving a supportive housing unit, there may be some ADDITIONAL STEPS to your application, such as:

- Each supportive housing provider may require more information about your needs (you may have to fill out a more detailed form with the provider)
- You may be interviewed by the supportive housing provider to discuss your needs and requirements.
- You may be required to provide references to the supportive housing provider that will assist in determining your suitability for this type of housing.

General Eligibility Rules

Eligibility for Supportive Housing is based on a number of requirements. Based on the information you provide and any additional supporting documents that may be needed, The Registry will determine your eligibility.

To be eligible for Supportive Housing:

- At least 1 person in your household must be 16 years of age and older and able to live independently meaning that person can carry out normal essential activities of day to day living on their own or with the aid of support services when required; and
- Each member of the household must:
 - be a Canadian citizen,
 - have made an application for status as a permanent resident or be Landed Immigrant, or
 - have made a claim for refugee protection (Refugee Claimant).

Households will be ineligible or cease being eligible for Supportive Housing in certain circumstances including:

- If a member of the household is currently under a deportation, departure, or exclusion order to leave Canada;
- If a member of the household owes money with respect to a previous social housing tenancy, unless the matter has been addressed or resolved;
- If a member of the household fails to provide updated information and documents or notify us about changes;
- If the household's income and assets are above the allowable limits;
- If a member of the household has been convicted of an offence in relation to RGI assistance or found by a court of law or the Landlord and Tenant Board to have misrepresented their income for the purpose of RGI assistance;
- If a member of the household owns a house or rents any other property, you must agree to sell it or terminate the lease within 180 days of being housed.

How to Complete the Application:

1. Print clearly in ink.
2. Read and complete **all** sections of the application form.
3. Attach photocopies of all the documents required. Use the checklist at the back of the application to make sure you have included everything.
4. Mail or deliver your application to The Registry at:
240 Catherine St., Suite 110
Ottawa, ON, K2P 2G8
5. If you need help with the form, please call us at 613-526-2088. You may also visit our website at www.housingregistry.ca for additional information on the application process.

Important Information

- Applications will **not** be considered complete until **all** required information and documentation has been received.
- You **must** notify us of any changes in your address, telephone number, income, assets or household size within 31 days.
- You **must** update your application with The Registry at least once per year.
- You will only receive **3 offers** of supportive housing. If you refuse these offers, you will be **removed** from the supportive housing waiting list.
- If you have any special requirements or limitations, please identify them in section 7 and provide supporting documentation.

Section 1: Main Applicant Information

Last Name	First Name	Middle Name
Gender	Date of Birth (mm/dd/yy)	Social Insurance Number (optional)
What is your status in Canada? (copy of proof required) Canadian Citizen Permanent Resident or applied for Permanent Resident Status Landed Immigrant Refugee Claimant Other:		
Is at least one member of the household, over the age of 16, able to live independently with or without supports?		Yes No
If yes, who?		
Telephone and Email		
Home	Cell	Work
Email		

Answering the following voluntary, self-identification questions helps design programs and services for specific populations.

Ethnicity	Marital Status
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Do you identify as Indigenous to Canada?	Yes	No
If Yes, please select:	First Nations	Inuit Métis Prefer not to answer
<i>You may qualify for housing programs specifically for Indigenous peoples.</i>		

Are you, or someone in your household, a former member of the Canadian Armed Forces or RCMP?	Yes	No
<i>You may qualify for housing programs specifically for veterans.</i>		

Alternate Contact Information

Last Name	First Name	Relationship
Telephone No.	Email	

To make sure that you don't lose eligibility, do we have your permission to speak to this person about the confidential information in your application if we can't reach you directly?	Yes	No
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Communication Preferences

Services and communications are available in both English and French. Interpretation services may be available in certain circumstances.

Choose one preferred language for correspondence:	English French	Spoken Language(s):	English French Neither
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Do you need an interpreter?	Yes	No
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Interpreter Name	Telephone No.	Language
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Your interpreter will be contacted to help with your communication needs.

Section 2: Co-Applicant Information

What is your relationship to the Main Applicant?

Last Name	First Name	Middle Name
Gender	Date of Birth (mm/dd/yy)	Social Insurance Number (optional)

What is your status in Canada? (copy of proof required)

Canadian Citizen

Permanent Resident or applied for Permanent Resident Status

Landed Immigrant

Refugee Claimant

Other:

Telephone and Email

Home	Cell	Work
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Email

Answering the following voluntary, self-identification questions helps design programs and services for specific populations.

Ethnicity	Marital Status
-----------	----------------

Do you identify as Indigenous to Canada? Yes No
 If Yes, please select: First Nations Inuit Métis Prefer not to answer

You may qualify for housing specifically for Indigenous peoples.

Section 3: Other Household Members

List **all other** people that will live with you.

You **must** include proof of status in Canada for each member of this household.

Last Name	First Name	Gender	Date of Birth dd/mm/yy	Relationship to Main Applicant	Indigenous Status (if applicable)
					First Nations Inuit Métis
					First Nations Inuit Métis
					First Nations Inuit Métis
					First Nations Inuit Métis
					First Nations Inuit Métis
					First Nations Inuit Métis
					First Nations Inuit Métis
					First Nations Inuit Métis
					First Nations Inuit Métis
					First Nations Inuit Métis

Please include additional household members on a separate piece of paper.

Do you share custody of the children listed on this application (if applicable)? Yes No

If Yes, please provide verification in the form of a court order or notarized agreement.

Is any member of your household pregnant? Yes No

If Yes, when is the baby due? (a doctor's note is required to confirm pregnancy)

Section 4: Address Information

Current Address

Street No.	Street Name	Unit No.
City	Province	Postal Code
Current Living Situation: Rent Own Living with friends/family Other _____		
Present Landlord	Landlord Telephone No.	Monthly Rent
Is this a social housing provider? Yes No		
Is this a subsidized unit? Yes No		
If Yes, what type of subsidy? Rent-Geared-to-Income Housing Benefit Not sure		
Why are you applying for housing? (you may select more than one reason)		
Affordability Location Medical/Health Reasons Accessibility Safety Reasons Need a smaller/Larger Unit Other: _____		

Mailing Address (if different from current address)

Street No.	Street Name	Unit No.
City	Province	Postal Code

Previous Address – If you have lived at above address for less than two years

Street No.	Street Name	Unit No.
City	Province	Postal Code
Previous Landlord	Telephone No.	Move In Date
		Move Out Date

Section 5: Household Income Information

List all monthly income sources (before deductions) for you and each person in your household 16 years of age and older.

Documentation to verify income **must be attached** to the application. Provide the most recent Notice of Assessment issued by the Canada Revenue Agency for all household members 16 years and older.

Name of Household Member	Source of Income <i>(i.e.: employment, pension, OW, ODSP, OSAP, etc.)</i>	Gross Monthly Income <i>(income before deductions)</i>	Full-time Student?
			Yes
			Yes
			Yes
			Yes
			Yes
			Yes
			Yes
			Yes
			Yes
			Yes
			Yes

You may be required to pursue income from one or more of the following sources: Ontario Works, Employment Insurance, support payments, or any pension or support payments required under a sponsorship agreement.

Failure to pursue a specific type of income within the required time frame will result in a decision of ineligibility at the time of a housing offer.

Section 6: Household Asset Information

Are all members of the household in receipt of OW or ODSP?

Yes - Do not complete this section. Proceed to Section 7 of the application.

No - List all assets owned by you and each household member 16 years of age and older that are not in receipt of OW or ODSP.

If the total value of household assets is equal to or more than \$40,000 for a single person household or \$65,000 for a household with two or more people, you must attach proof.

Asset Types

❖ Bank Accounts

- i.e. savings accounts, chequing accounts, Tax-Free Savings Accounts, overseas or foreign accounts.

❖ Value of 2nd or more Personal Vehicles

- the market value of the vehicle(s) minus any amount owing. If you do not know the value, please provide the make, model, year and odometer reading along with any amount owing.

❖ Investments

- i.e. stocks and bonds, term deposits, Guaranteed Investment Certificates, mutual funds, overseas or foreign investments, Tax-Free Savings Accounts.

❖ Real Estate Equity

- i.e. residential and non-residential properties in Canada and in other countries.

❖ Life Insurance

- policies with a cash surrender value of over \$100,000 for the household.

❖ Business Assets

- assets of a member, worth over \$20,000 that are necessary for the business; and
- assets necessary for the operation of the business over \$20,000, i.e. business bank accounts, business property, business vehicle and taxi license.

❖ Trust funds

- i.e. value of the beneficial interest in a trust of a member of the household.

Name of Household Member	Type of Asset	Value \$

Section 7: Housing Preferences

The size of unit you qualify for depends on the size and special needs of your household.

As a single person, you qualify for a 1 bedroom apartment. Would you also consider:

a bachelor apartment? Yes No

a single room in a rooming house? Yes No

There is a shortage of larger units, and larger households may be given priority for them.

Are you willing to have your children share a bedroom? Yes No

If you are 60 years of age or older, would you prefer senior housing communities? Yes No

Do you own a vehicle that requires a parking spot? Yes No

Parking is subject to availability and additional fees

Accessible/Accommodation Housing Requirement

If you have any special requirements due to health issues, or limitations, please identify them below and provide supporting documentation:

Special Requirements or Limitations:

If these change, you must inform us.

Certain housing providers have social housing units that have been modified to accommodate people with physical disabilities. These units have varying degrees of modifications such as roll-in showers, lowered counters, and widened doorways.

Do you, or someone in your household, require an accessible/modified unit? Yes No

If **Yes**, I am attaching a “*Questionnaire for Applicants Requiring Modified/Accessible Units*” form, completed by a licensed physician. The form is available at www.housingregistry.ca. You can also pick one up at The Registry office, or have one mailed to you by calling 613-526-2088.

Do you, or someone in your household, have an intellectual/developmental disability? Yes No

If **Yes**, who? _____

You may qualify for housing programs specifically for people with an intellectual/developmental disability.

Section 8: Community Selections

The Registry will determine what size(s) of unit you qualify for based on the number of people in your household. Complete this section to choose where you would prefer to live, and if eligible, you will be placed on the waiting list of the communities you have selected.

Additional information about supportive housing providers and their communities can be found at www.housingregistry.ca and at <https://registry.softtr.app>.

If you have any special requirements or limitations, please identify them in section 7 and provide supporting documentation.

Some housing providers will have specific internal policies such as tenant insurance requirements and pet policies. These will be explained by the housing provider at the time of offer.

Offers are usually made by email and/or telephone during standard business hours.

You are only entitled to 3 offers of supportive housing.

If all offers are refused, for reasons that are not identified as special requirements or limitations above and/or the reasons are not considered valid by The Registry, you will be **removed** from the supportive housing waiting list. You will have to re-apply, with a new application date, to receive more offers.

If you accept an offer of housing, you will no longer be on the supportive housing waiting list. If you are on the waiting list for Rent-geared-to-income (RGI) housing, you will not lose your place if you accept a supportive housing unit.

Here are the terms used on the Community Selections area of the form.

Building Type		Unit Size(s)	
APT	Apartments	Bach	Bachelor
TH	Townhouses	BR	Bedroom(s)
STH	Stacked Townhouses		
RH	Rooming House		

Supportive Housing Providers

Select your preferred location(s) by checking the box beside the provider name. ☒

Review your selections carefully.

✓	Supportive Housing Providers	Building Type	Unit Size(s)
	Bruce House <i>(Individuals and families living with HIV/AIDS)</i>	APT	Bach, 1, 2 BR
	Canadian Mental Health Association (CMHA) <i>(Individuals and families living with mental illness)</i> <i>This is only available to active clients of the agency</i>	RH APT	Room Bach, 1, 2 BR
	Cornerstone <i>(Single adult women who are homeless or at risk of homelessness)</i>	RH APT	Room Bach
	Daybreak Housing <i>(Single adult men and women at risk of homelessness; drug and/or alcohol use is not permitted. Shared common spaces)</i>	RH	Room
John Howard Society			
	Windrose <i>(Single young women aged 16 – 20, who are at-risk of, or have past/current involvement in the justice system and are homeless or are unsuitably housed)</i>	APT	1 BR
	A Different Street <i>(Single young men aged 16 – 21, who are at-risk of, or have past/current involvement in the justice system and are homeless or are unsuitably housed)</i>	APT	Bach

	Montfort Renaissance <i>(Individuals living with persistent mental illness or concurrent disorders, who are homeless or at risk of homelessness)</i>	APT	Bach, 1 BR
	Options Housing <i>(Single adult men and women at risk of homelessness)</i>	APT	Bach, 1, 2 BR
	Ottawa Salus <i>(Only available to single adults living with severe and persistent mental health challenges and have active MHCSS and ACTT Case Managers at the time of move-in)</i>	RH APT	Room Bach, 1, 2 BR
	Personal Choice Independent Living (PCIL) <i>(Single adult men and women with a permanent physical disability requiring personal care/supports for daily living)</i>	APT	Bach, 2 BR
	Shepherds of Good Hope <i>(Single adult men and women)</i>	RH APT	Room, Bach, 1, 2 BR
	Tewegan Transitional House <i>(Single young First Nation, Inuit and Métis women aged 16-29 who are homeless or at risk of homelessness)</i>	RH	Room
	Veterans' House Canada - The Andy Carswell Building <i>(Canadian Armed Forces and RCMP veterans, men and women, who are homeless or at risk of homelessness. Support services are administered by Ottawa Salus)</i>	APT	Bach
	Youth Services Bureau <i>(Single youth aged 16-21 who are homeless, at risk of homelessness or are unsuitably)</i>	APT	Bach, 1, 2 BR

Section 9: Consent

All people listed on this form who are 16 years of age and older must sign this form.

Consent to Collect, Use and Disclose Personal Information

By signing and submitting this application, you agree to share information with The Registry to confirm your initial and ongoing eligibility for rent-geared-to-income.

1. I consent to the sharing of my personal information set out in this application form and any attachments by The Registry to:
 - the City of Ottawa, Employment and Social Service Centres;
 - other municipal service managers or district social services administration boards, housing providers; or
 - the Housing Services Corporation for former tenant arrears without further notice to me.
2. I understand that by signing this consent the information will only be shared if it is necessary for the purpose of making decisions or verifying eligibility for assistance under the *Housing Services Act, 2011*.
3. I allow The Registry to give the information on this form and any attachments to the government of Canada, a department, ministry, or agency of it, without further notice to me if the information is necessary for the purpose of administering or enforcing the *Income Tax Act (Canada)* or the *Immigration Act*.
4. I allow The Registry to give the information on this form and any attachments to the City of Ottawa, as Service Manager, without further notice to me, for the purpose of conducting research related to a social benefit program or social housing or RGI assistance program.
5. I understand that any information on this form and any attachment given by The Registry to a body listed above is confidential and will only be given in accordance with the *Housing Services Act, 2011* and associated regulations, as well as the Municipal Freedom of Information and Protection of Privacy Act, since The Registry is an agent of the City of Ottawa for the purpose of administering the waiting list for rent-geared-to-income.

“Personal information contained in this form or in attachments is collected by The Registry pursuant to the *Freedom of Information and Protection of Privacy Act* (R.S.O. 1990 c. F.31) or the *Municipal Freedom of Information and Protection of Privacy Act* (R.S.O. 1990 c.M.56) and under the legal authority of the *Housing Services Act, 2011*, for the purpose of administering Government of Ontario social assistance programs and/or City of Ottawa social programs. This information may be used to determine eligibility for housing applied to, continuation of housing and may be used for the appropriate rent-geared-to-income charge.”

The Privacy Officer for The Registry is the Executive Director. Questions or concerns about the use of your personal information may be directed in writing to our office at 240 Catherine St, Suite 110, Ottawa, ON, K2P 2G8.

Section 10 - Declaration

1. I give my word that everything I have written in this application is correct and complete.
2. I understand that all information I give to The Registry, as agent for the City of Ottawa as Service Manager, will be retained by them and they will give my information to the housing providers I have chosen.
3. If something on this application is incorrect or not true, The Registry or the housing providers I have applied to may request additional information, may cancel my application or both.
4. I understand that only the people I have listed on this application form may live with me in rent-geared-to-income housing.
5. I understand that The Registry will use the information I give them to see if I qualify for the housing I have applied for, to see if I continue to qualify for rent-geared-to-income assistance, and to see how much assistance I am eligible for.
6. I give my word that I am in Canada legally.
7. Before I can receive housing, I understand that I must pay back or make arrangements to pay any money I owe to any social housing provider.
8. I understand that I must report any changes to this information directly to The Registry.
9. I must update my application with The Registry at least once per year. **Failure to do so may result in the cancellation of your file.**

Please sign here to indicate your agreement with the *Consent* and *Declaration* above (include signatures of all household members 16 years of age and older).

1	Signature	Date	2	Signature	Date
3	Signature	Date	4	Signature	Date
5	Signature	Date	6	Signature	Date
7	Signature	Date	8	Signature	Date

Application Checklist - Is your application complete?

Use this checklist to make sure that you have completed the form and have attached all the required documents. ☒

	Completed all sections of the application.
	Provided photocopies of proof of status in Canada for all members of the household.
	Provided confirmation of pregnancy from a medical professional (if applicable).
	Provided a photocopy of the most recent Notice of Assessment (NOA) issued by the Canada Revenue Agency for all household members 16 years of age and older.
	Provided most recent statement of OW or ODSP (if applicable).
	Provided photocopies of asset information if the total value of household assets is equal to or more than \$40,000 for a single person household or \$65,000 for a household with two or more people.
	All household members 16 years of age and older have read, understood, and signed <i>Section 10 – Consent and Section 11 – Declaration</i> .
	Provided documents regarding the custody of children listed on this form, i.e. court order or notarized written agreement that details the custody arrangements (if applicable).
	Provide verification of full time studies for any member of your household (aged 16 and over) who is a full time student (if applicable).

Incomplete applications will not be processed until all required information and documentation has been received.